

A resident informed the Department of Public Works today that they received a phone call yesterday from an unknown individual who stated that they would be arriving at the residence in 10 minutes to change out the water meter. Fortunately, the resident was knowledgeable enough to know that the City would have provided more than 10 minutes notice in providing this service.

Be advised that unless you call the City with an emergency, water meter appointments are handled in the following manner:

- The City will send you a letter requesting that you call to make an appointment
- You call the City back and schedule a time that fits your schedule
- The City employee arrives at the agreed upon date and time appropriately dressed and clearly identifying themselves as a City of Woodstock employee

***Be advised that at no time will the City call you and set an appointment at the last minute unless you have requested an immediate response.*** So if you are not aware of an appointment that was set, don't open the door and always exercise your right to request identification. If you are still skeptical, don't hesitate to call 911.